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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application Of: Kappel et al.

Group No.: 2161

Serial No.: 09/819,446

Docket No. 51207-1070

Filed: March 28, 2001

For: **CUSTOMER CARE AND BILLING SYSTEM**

**RESPONSE TO MISSING PARTS NOTICE**

Honorable Commissioner of  
Patents and Trademarks  
Washington, D.C. 20231

Sir:

In response to the Notice to File Missing Parts of Application, Filing Date Granted, dated June 28, 2001, please find enclosed:

1. Declaration for Patent Application;
2. a copy of the Notice to File Missing Parts of Application, Filing Date Granted;

and

3. a check in the amount of \$1,050.00 to cover the additional surcharge fee for filing this Response to the Missing Parts Notice.

The Commissioner is authorized to charge Deposit Account 20-0778 for any deficiencies or credit any over payments.

Respectfully Submitted,

**THOMAS, KAYDEN, HORSTEMEYER  
& RISLEY, L.L.P.**

By:

**Robert E. Stachler, II, Reg. No. 36,934**

Suite 1750, 100 Galleria Parkway  
Atlanta, Georgia 30339-5948  
(770) 933-9500



COPY OF PAPERS  
ORIGINALLY FILED

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sector \$

## CERTIFICATE OF MAILING

I hereby certify that the below listed items are being deposited with the U.S. Postal Service as first class mail in an envelope addressed to:

**Assistant Commissioner for Patents**  
**Box: Missing Parts**  
**Washington, D.C. 20231**

on November 26, 2001.

Evelyn Sanders

In Re Application Of: Kappel et al.

Group No.: 2161

Serial No.: 09/819,446

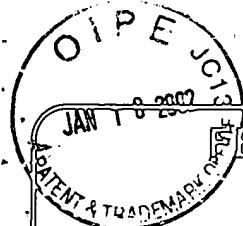
Docket No. 51207-1070

Filed: March 28, 2001

For: **CUSTOMER CARE AND BILLING SYSTEM**

The following is a list of documents enclosed:

Return Postcard  
Response to Missing Parts  
Copy of Notice of Missing Parts - Filing Date Granted  
Declaration for Patent Application  
Petition for Extension of Time  
Fee Transmittal  
Fees - \$1,050.00 (Check No. 20251)



# FEET TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT (\$ 1,050.00)

## Complete If Known

Application Number	09/819,446
Filing Date	03/28/01
First Named Inventor	Kappel et al.
Examiner Name	To Be Assigned
Group / Art Unit	2161
Attorney Docket No.	051207-1070

## METHOD OF PAYMENT

1.  The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

Deposit Account Number	20-0778
Deposit Account Name	Thomas, Kayden, Horstemeyer Risley
<input checked="" type="checkbox"/> Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17	
<input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27	

2.  Payment Enclosed:

<input checked="" type="checkbox"/> Check	<input type="checkbox"/> Money Order	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Other
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## FEE CALCULATION (continued)

## 3. ADDITIONAL FEES

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
105	130	205	65	Surcharge - late filing fee	130
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
116	400	216	200	Extension of time within second month	
117	920	217	460	Extension of time within third month	920
118	1,440	218	720	Extension of time within fourth month	
128	1,960	228	980	Extension of time within fifth month	
119	320	219	160	Notice of Appeal	
120	320	220	160	Filing a brief in support of an appeal	
121	280	221	140	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,280	241	640	Petition to revive - unintentional	
142	1,280	242	640	Utility issue fee (or reissue)	
143	460	243	230	Design issue fee	
144	620	244	310	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt.	
581	40	581	40	Recording each patent assignment per property (time number of properties)	
146	740	246	370	Filing a submission after final rejection (37 CFR 1.129(a))	
149	740	249	370	For each additional invention to be examined (37 CFR 1.129(b))	
179	740	279	370	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	

Other fee (specify) \_\_\_\_\_

Other fee (specify) \_\_\_\_\_

\*\* or number previously paid, if greater; For Reissues, see above

SUBTOTAL (2) (\$ 0)

\*Reduced by Basic Filing Fee Paid

SUBTOTAL (3) 1,050

Complete (if applicable)

Registration No. 36,934  
(Attorney/Agent)

Telephone Number 770-933-9500

Signature \_\_\_\_\_ Date \_\_\_\_\_ Deposit Account User ID \_\_\_\_\_

WARNING: Information on this form may become public. Credit Card information should not be included on this form. Provide credit card information and authorization on PTO-2038

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231